

**Santa Barbara County**

# **Benefit Service Center**

*Opened September 24, 2008*



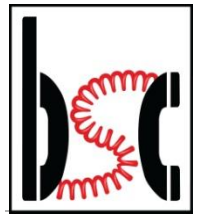
**SOCIAL SERVICES**

HEALTH

SECURITY

SAFETY

# Service Center Staffing



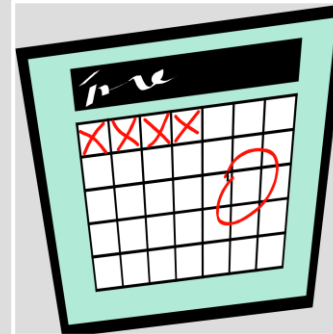
## Management

- Two Managers
  - Division Size: 81



## Eligibility

- 14 Eligibility Units
- 8 Eligibility Workers
- 1 Lead Worker



## Analysis

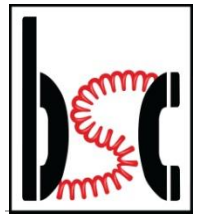
- Scheduling Analyst
- Reporting Analyst



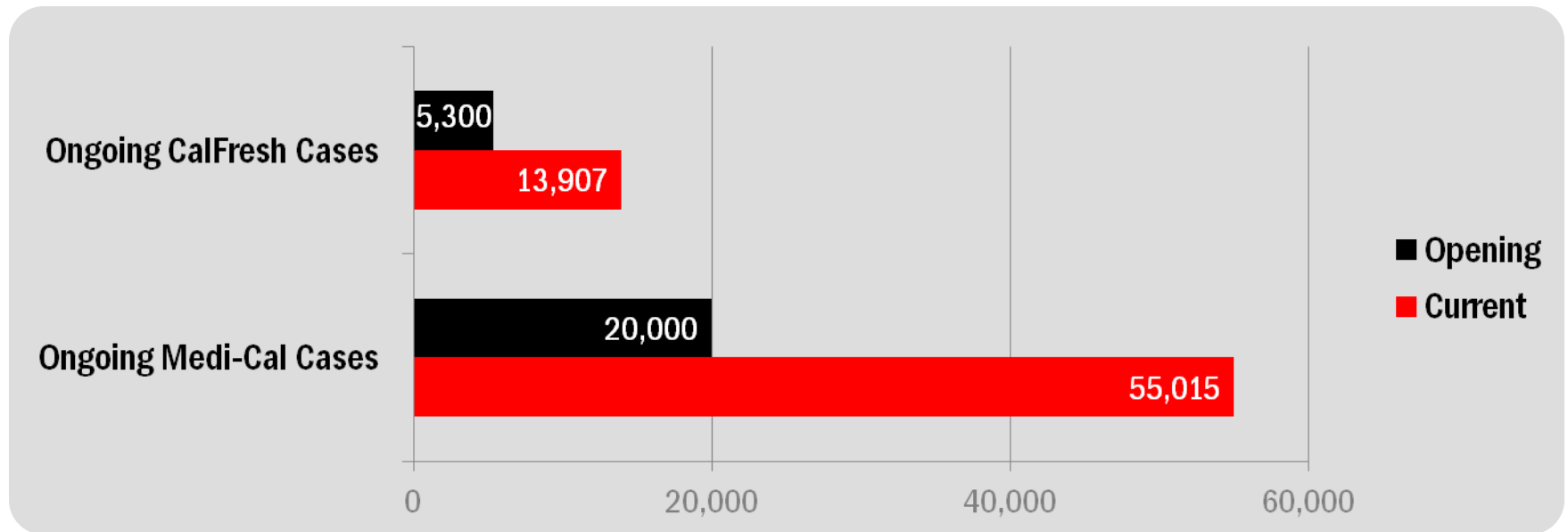
## Clerical

- 2 Clerical Units

# Service Center Statistics



- ▶ Total SB County CalFresh/Medi-Cal Caseload: 75,503
- ▶ Service Center assists 91% of overall caseload



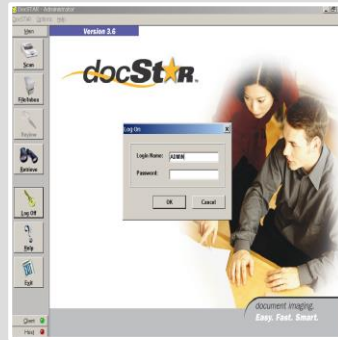
We average 14,000 calls and 11,000 case maintenance tasks per month.

# Service Center Technology



## Call Management

- Fusion IVR (callback option)
- Call Center Worx (ACD)
- NEC VOIP Phones (800 series)
- NEC Global Navigator/Fusion (ACD reporting)



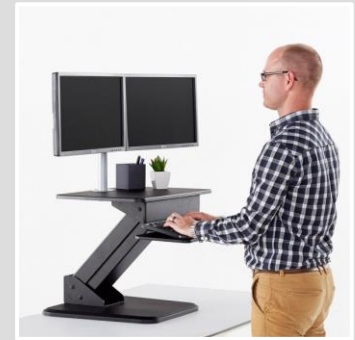
## Workload Management

- DocStar (document imaging software)
- TMT (Task Mgmt Tracking software)
- Verint Impact 360 (workforce scheduling & mgmt)



## Quality Assurance

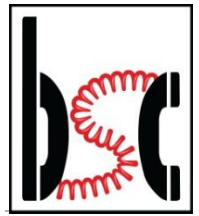
- Call Recording/Screen Capture (RFP scheduled for FY 2017-18)
- Business process workflows (Intranet)



## Ergonomics

- Dual Monitors
- Sit/Stand Desks

# Service Center Model



## Case Maintenance Time: 2+ days

- Case Maintenance Tasks
- CalFresh Renewal Phone Interviews
- Outstation Client Contacts



## Telephone Time: 2+ days

- Scheduled Phones
- Case Maintenance
- Task completion (1 & Done model)



## Lead Workers

- Special tasks
- Agency queue

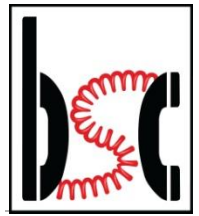


## Office Professional Units

- Mail & scanning
- Task distribution
- EBT/BIC queue
- MEDS Input

**Service Center Caseloads • Phone Hours 8:00 a.m. – 4:00 p.m.**

# Service Center Goals



## Improved Employee Satisfaction

- Evenly distributed work
- Varied work duties
- Customer focused culture
- Consistent productivity and quality expectations
- Accountability

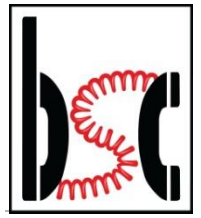
## Improved Client Service

- Minimize phone wait times
- Increase efficiency by use of technology
- Consistent delivery of information to the client

## Improved Management Reporting

- Prioritization of most important work
- Access to projections on volume of required work
- Real-time phone statistics

# Employee Retention



- ▶ 9-10% Turnover Rate
  - ▶ Most resign/term < 1 year of service
- ▶ Improved Hiring Practices
- ▶ New hires shadow week one
- ▶ Exit Interviews





# Boosting Employee Morale

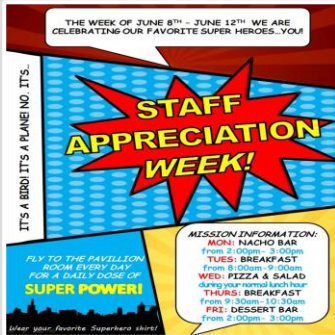


- ▶ Employee Engagement Workgroup
- ▶ Suggestion Box
- ▶ Leads United
- ▶ Sprouting the Spirit Workgroup
  - ▶ Peer Spirit Award, Monthly Center Board
- ▶ Business Process Reengineering Workgroup
- ▶ Think Tank





# Recognition & Appreciation



## Staff Appreciation

- Staff Appreciation Days
- Unit Offsite
- Annual EW Appreciation
- Annual OA Appreciation



## Theme Days

- Rodeo
- Lupus Awareness
- March Madness
- Holidays
- Spring Cleaning
- Summer Kickoff



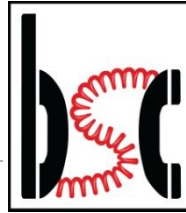
## Individual Recognition

- Department Newsletter Kudos (The Intercom)
- Appreciation Grams

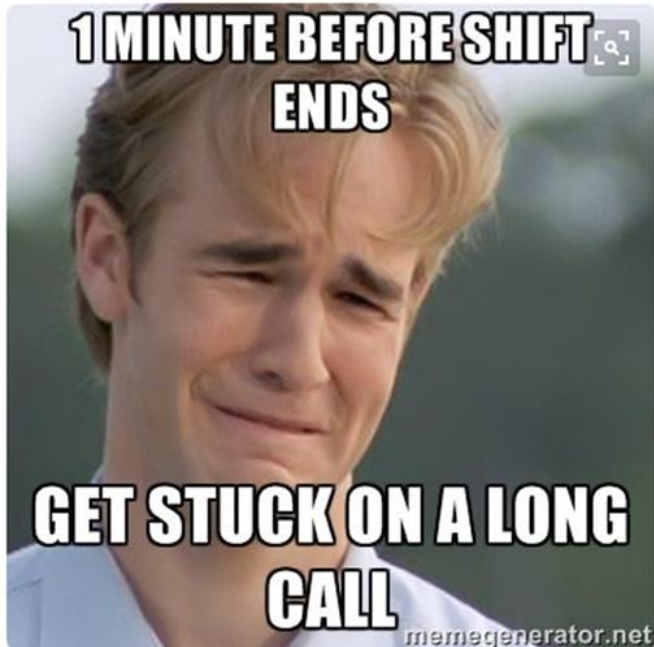


## Guest Speakers

- Wellness
- Work/Life Balance
- Science of Customer Service



## Questions?



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